

## Support for people with complex needs

### Purpose of Complex Care Team:

- To identify, and support people with complex care needs within the context of church activities, including, church services, ministry team and connect groups.
- These include people with known ongoing mental health difficulties as well any complex physical, emotional or spiritual difficulties which may make it difficult for people to effectively engage in church life.

### PRINCIPALS AND OBJECTIVES

Spirituality and social inclusion are major parts of current strategy around supporting recovery and improvement of quality of life for those experiencing complex health and social care needs. As a church, we can support people's spiritual well-being as well as provide them with a place of social inclusion. We also need to be able to refer/signpost people back into statutory services if concerned about other areas of their well-being so as to promote holistic and transparent support which does not hinder their ongoing treatment and support in other areas. The areas that we should be able to realistically impact are:

- Relationships (including self-esteem, healthy connection to others and an authentic and realistic connection to God)
- Personal Values – identifying their personal values and what would help them to fit into and participate within the wider church context.
- Purpose in Life and in attending church- support needed to engage in and contribute to activities in relation to church life and life in general.

### Objectives

To promote spiritual well-being and social inclusion for people with complex health and social welfare needs within the context of church by promoting:

- Self- management and being able to feel in control and content with your life's situation
- Making the most of and receiving appropriately from time in the presence of God and others in the context of a church service.
- Taking part in an active part and finding a role within the body, rather than merely standing by and watching life as it passes
- Building and sustaining relationships within the body of Christ
- Feeling purpose and meaning in life and accepting and growing from the challenges of life.

### Procedures:- suggestestions

1). Creating a culture within church were people with complex needs can be identified and supported within the structures that already exist in pastoral care- Connect. This could be done

through a “specialist pastoral care team” made up of pastoral leaders who have experience, knowledge and understanding of complex health and social care issues and can offer support to pastoral care with advice as well a place to escalate concerns to where the low key strategies are felt to have not worked.

Low key strategies to consider:

- Consider some awareness training for pastoral care leaders- connect facilitators and other pastoral leaders--- to be able to identify concerns (***? At what point are problems being raised, what support and safeguards are there for connect facilitators in terms of potential problems in their homes during connect meetings??, is there any way of “screening” who is being sent into connect groups, maybe through NEXT steps???***)
- Consider low key support strategy training based on “Recovery models”, again to make them able to offer some support in the first instance. (***dealing with difficult people- a course was once available through the old bible school- can this be revamped and looked at?***)
- Refer to Specialist Team where concerns persist so that a support plan can be worked through with the person and put in place. The plan would then be shared with the relevant team members and people who can support the individual

The Support PLAN:

Based on Recovery models make it possible to identify a particular area that you are trying to develop change and growth in, so in our case, our Recovery plans would be around spiritual well-being and social inclusion.

- Written plans can help focus individuals, provide boundaries and therefore promote growth and support feelings of well-being.